

MEDIA RELEASE

Vaccine Helpers assist people access vaccination information

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A new program funded by Gippsland Primary Health Network can help people having difficulty accessing their vaccination certificate or linking it to the Services Victoria app.

Both Latrobe City Council and Wellington Shire Council are delivering the Gippsland PHN funded Vaccine Helpers program to assist community members who may be having difficulty with the process.

In Latrobe, people can drop into one of the four libraries or the four leisure centres (Morwell, Traralgon, Moe and Churchill) and staff will help. In Wellington, people can call at the Maffra Library, Yarram Customer Service area, Sale Customer Service area (Desailly Street offices), Heyfield Library and Rosedale Library.

Gippsland PHN Chief Executive Officer, Amanda Proposch, said the feedback to date was positive with community members appreciating the assistance.

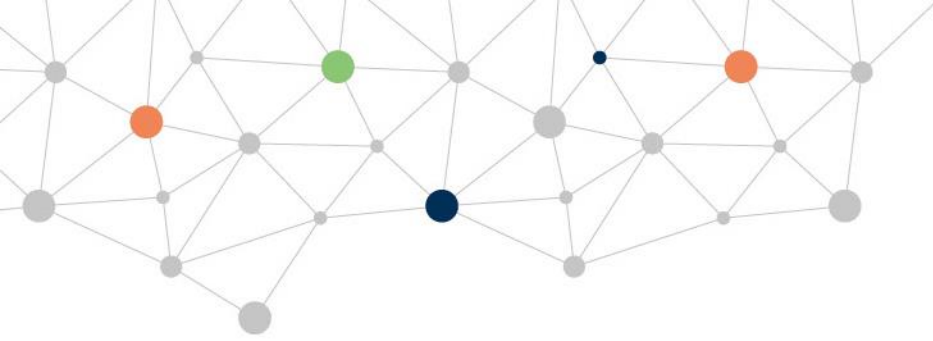
“Some people have sought help to create their MyGov account, set up their Medicare app, download their vaccination certificate, link their vaccination status and even print out a hard copy of their proof of vaccination which is then laminated,” Ms Proposch said.

“Community members are also assisted to book vaccine or booster appointments as well. This is often not as easy as it sounds, especially for people who are not familiar with technology. We are very pleased that many people in the community are taking advantage of this assistance.”

Latrobe City Mayor, Councillor Kellie O’Callaghan, said the program made finding answers to issues arising from the State Government’s COVID vaccination requirements easier for the community.

“We know that there are people in our community who face barriers to accessing government services or cannot easily navigate the digital maze we are all walking,” Cr O’Callaghan said. “Libraries are a safe, inclusive space where the experienced and patient staff can take the customer through the process of linking certificates, setting up MyGov accounts or even booking a vaccination appointment.”

Wellington Shire Council Mayor, Cr Ian Bye, also praised the initiative.



“We know that the technological component of booking in for a vaccination and then organising your vaccination certificates afterwards are difficult for some in our community,” Cr Bye said. “Our staff are available to help these people face-to-face, to make it easier for everyone.”

The funding from Gippsland PHN has supported staff with new iPads and printers to help streamline the process.

South Gippsland Shire will join this project over the coming weeks. It is hoped other Gippsland councils will also join the program which runs until April 2022.

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For more information, contact Lynne Smith on 0437 918 234 or lynne.smith@gphn.org.au